



# ADAPT & EVOLVE

IMPACT AND ACCOUNTABILITY REPORT  
2021 | 2022

saferlondon

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## Acknowledgments and thanks



Safer London is a registered charity in England and Wales No. 1109444; and a company limited by guarantee No. 5190766.

[www.saferlondon.org.uk](http://www.saferlondon.org.uk)



“

*The support I received helped me a lot. It helped me realise I can talk to people about my problems, instead of keeping them to myself. It helped me to cope with my mental health, making it easier to deal with.*

*My support worker made me feel courageous and unstoppable. There were times where I felt like she bent over backwards for me. She was a really good listener and a good teacher. She helped me transform from a naive girl into an intelligent one.*

*My support worker helped me become aware of the world and to be independent. After the sessions with her I wasn't as insecure as I was before, because she helped me to see a better version of myself.*

*Overall, one thing I've learnt is how to be aware of toxic relationships and how to say no. I now know how to keep myself safe and how to stay out of unhealthy relationships*

*- Young Londoner*





# INTRODUCTION

“

*I must admit that I was feeling nervous at the start of 2021/22. As we headed into a new year, I couldn't help but feel anxious about how bad things could possibly get. We were still amid a global pandemic at that time. We'd seen the impact this had on the young Londoners and families we work alongside and were mindful of just what they had been through over the last few years.*

*I was acutely concerned about the impact on the city's services, which are critical to young Londoners. Services that provide vital and sometimes lifesaving support.*

*However, I had feelings of hope as well. I was hopeful we were going to be robust enough to continue to deliver a high-quality service for young Londoners whose lives are impacted by violence and exploitation. To do this I wanted to continue to work alongside individuals and organisations who share our values and mission. Whether this be through existing partnerships or by seeking out new ones.*

*One thing I knew for certain was that I wanted us to continue to be able to work alongside young Londoners, so we could make a real difference to their lives – and I think we did just that.*

Sherry Peck, CEO



# The 'new normal'

Last year as a society, we entered what is often referred to as the 'new normal'.

However, as we come out of a global pandemic, we are reminded that adversity is ever present for so many. The economic and societal impacts of COVID-19 and other global events will be felt for years to come, and it is no doubt the families and young Londoners we work alongside, who will feel these impacts the most.

Already existing issues of inequality and poverty have only been further exacerbated by the COVID-19 pandemic, with young Londoners' education, safety and wellbeing significantly impacted, resulting in media headlines of a potential lost generation.

So, even as we all settle into the 'new normal', we are reminded that for some the new normal will mean increasing pressures, which only serve to further restrict already limited opportunities.

In 2021/2022 we focused on getting back to face-to-face work in the community as our core approach, whilst still offering virtual engagement for those who benefited from it.

To ensure this happened we put safety measures in place, supporting Safer London practitioners to carry out face to face work in a way that protected them and the young Londoners and families they worked alongside.

Looking into the future, we want to make the shift to a formal agile working organisation. At this time we don't fully know what this looks like. What we do know is our team wants to continue working in a way they have been accustomed to during the pandemic, and we want to make sure we listen to, and learn from, their experiences when shaping our future ways of working.



“

**COVID-19 has had significant and unequal effects depending on where in the UK people live, their level of education, socioeconomic and health status.**

**Wider issues around the national economy, educational infrastructure and the social security system have compounded these impacts.**

[The British Academy](#)

[Understanding the long-term societal impacts of Covid 19](#)

# A reminder of who we are and what we do

It's been ten years since we first began delivering direct one to one support to young Londoners.

A lot has changed in this time.

In the beginning we were a charity whose delivery centered on gender based services. Over time we recognised the complexity of the lives of the young Londoners we work with. We also learnt through our work, that the victim perpetrator divide isn't helpful, and it simply doesn't play out in reality - all of this is what changed our focus. Many young Londoners can't be put into a single 'box'.

Now, we work cohesively as one team. Working with young Londoners across the capital, regardless of gender and identity, we work with young women affected by violence, and we work with young boys who have been abused. We moved away from gender-based services and focused on bringing in specialist workers in areas such as emotional wellbeing and housing advocacy.

Although we do still recognise that boys and girls sometimes do require specialised support related to their gender identity and their experiences attached to it. We have specific caseworkers who work with young Londoners based on how they identify, such as specialist workers for boys affected by sexual violence.

Our one 'front door' entry into our services and support ensures each young Londoner referred to us is assessed based on their unique circumstances. Meaning they get access to the right Safer London support, at the right time.

Looking to the present and the future, our focus is on safeguarding young Londoners, rather than criminalising them - which is sadly too often seen. We firmly believe this approach is the only way we can support children and young people, who are trying to navigate and thrive in what is a toxic and brutal environment.

## Our Strategy

In 2020 we entered the first year of our new [Strategy](#). The first Strategy for Safer London and one which sets out a clear direction of where we want to be, In 2021/2022 we entered the second year of our Strategy, firmly on a clear path to deliver our objectives around our core areas of work: *People | Peers | Places*.



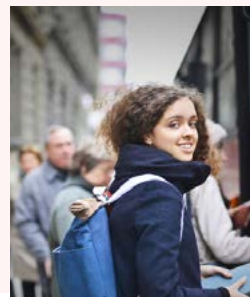
### PEOPLE

We provide trusted, individual, relational support to ensure more young Londoners will feel safer, be safer, and have positive futures.



### PEERS

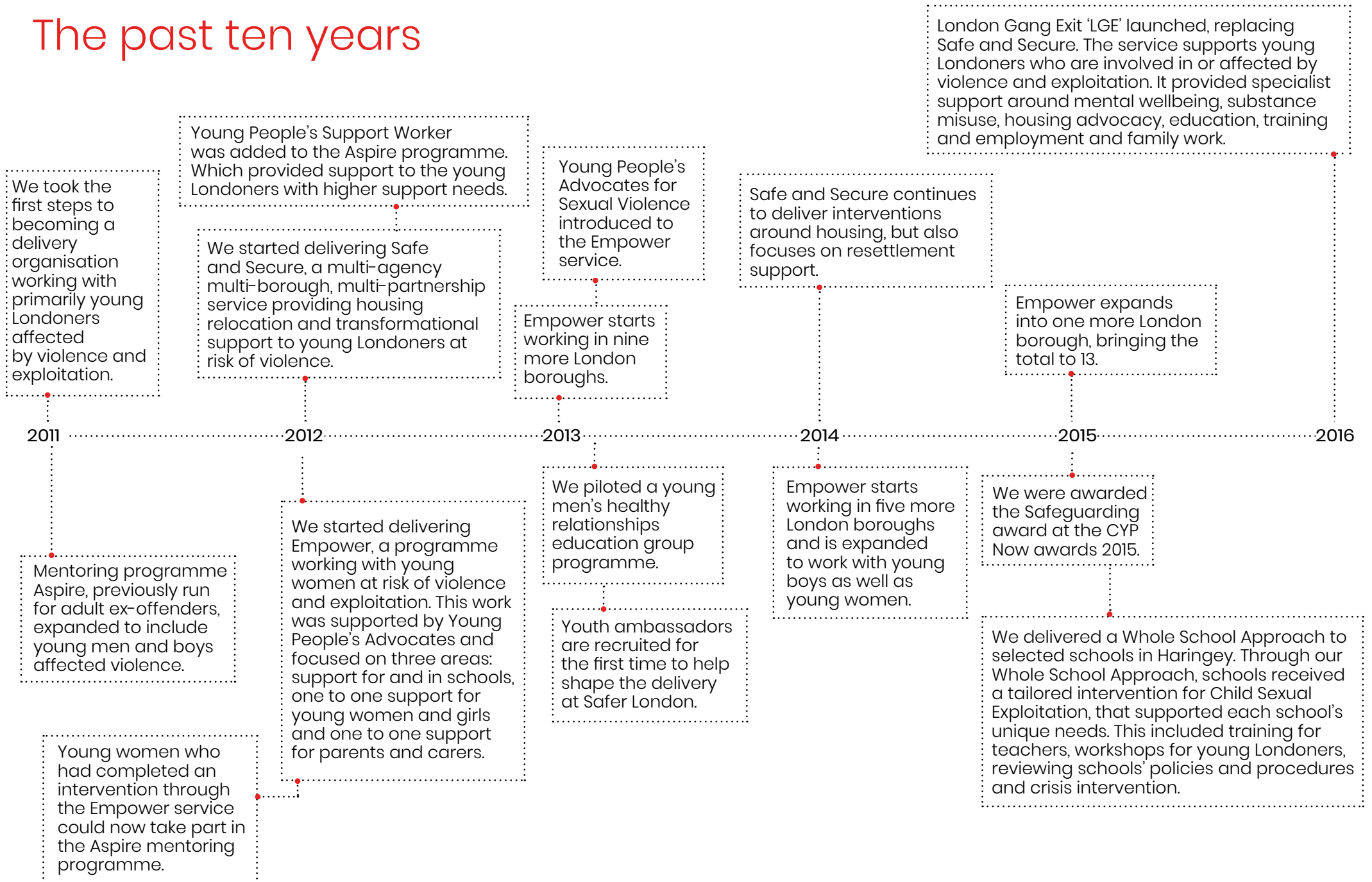
We enable young Londoners to support and be supported by their peers.



### PLACES

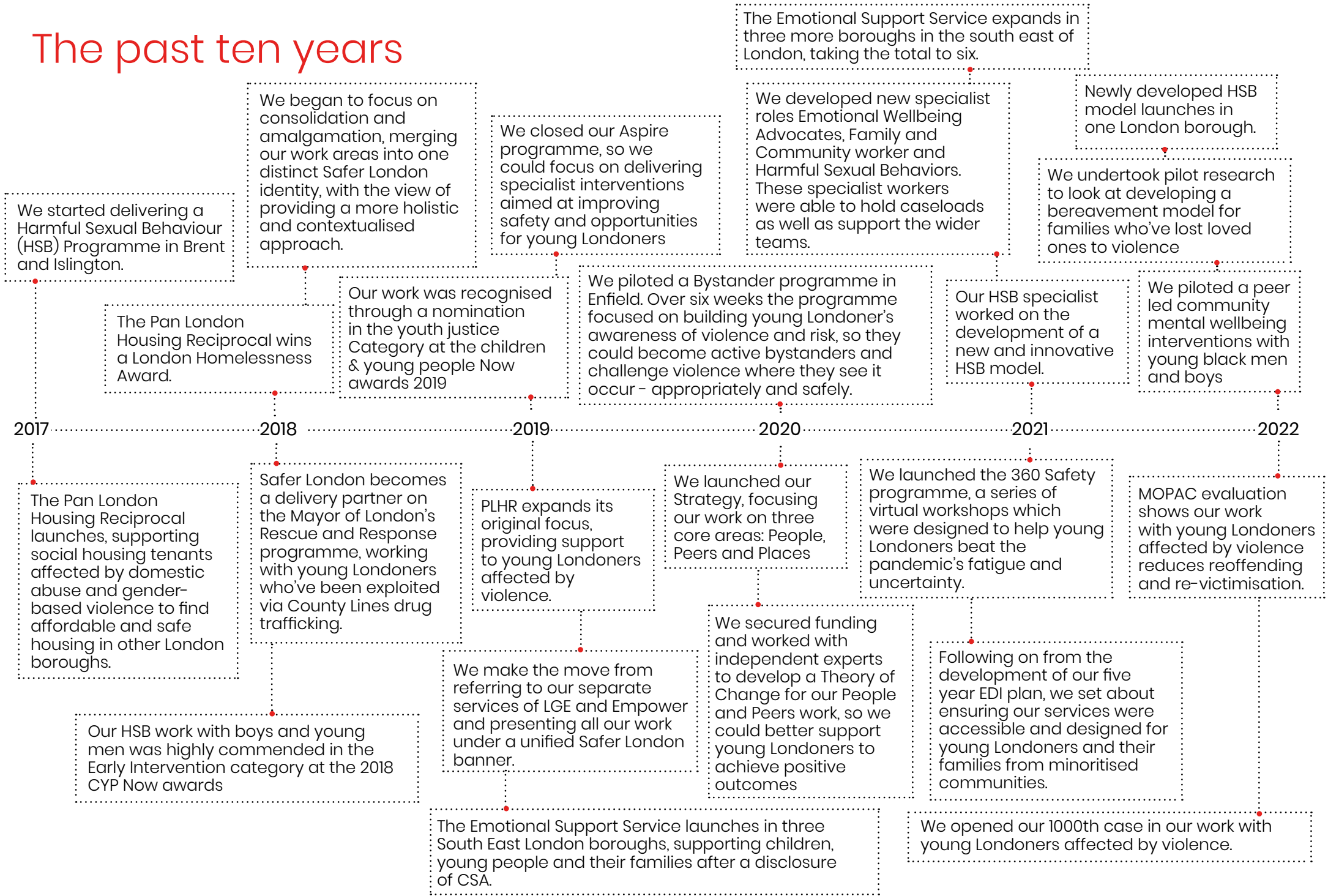
We work directly in the community to ensure that the places and spaces where young Londoners spend their time are safer and more positive.

# The past ten years





# The past ten years



# Adapting and evolving

At Safer London we've always delivered the work we do with the understanding it will evolve and adapt, based on the wider sector and emerging approaches, as well as being shaped directly by the young Londoners who use our services.

Whether this be applying emerging theories of practice, or adopting innovative training for our team, we are always looking outside of ourselves, so we can make sure young Londoners are given the support they need and have access to the opportunities they deserve.

We see this evolution and desire to adapt in our services too. Ten years ago, approaches to safeguarding children and young people were very different. The way children and young people move through the world is not the same now as it was then. Threats are different. Exploitation is different. Therefore, we must be different. We must change.

Over the past year we looked at our service delivery, internal processes, and ways of working, and we proactively sought ways to build on the existing models we had, as well as introduce or explore new models and approaches. Whether this was through collaborative partnerships or empowering those living directly within London communities.

Acknowledging and recognising the desire to further develop our service delivery, we undertook specific pieces of work or projects. All whilst keeping in mind our strategic aims and objectives, to ensure we always remained focused and heading in the right direction.





**DELIVERY**

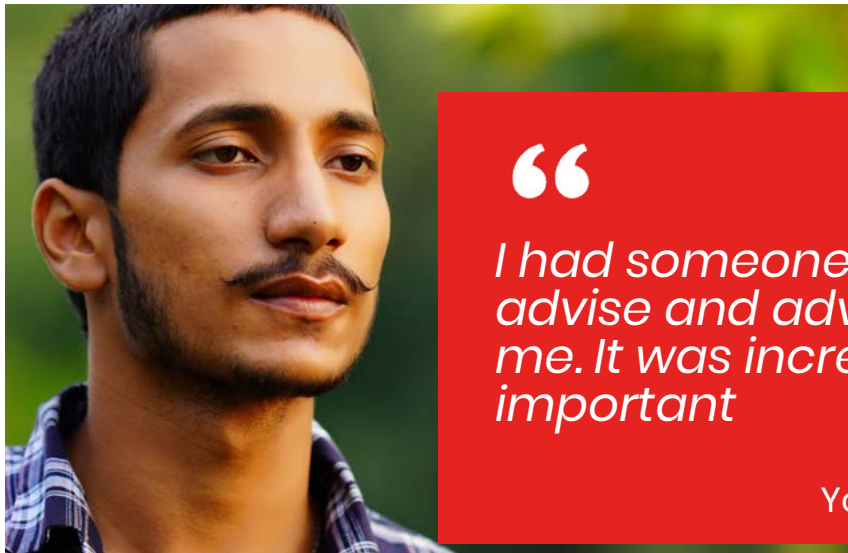
**2021 - 2022**

# Our year at a glance



## YOUNG LONDONERS REACHED

THROUGH ALL OUR PROGRAMMES AND SUPPORT



“

*I had someone who could advise and advocate for me. It was incredibly important*

Young Londoner

### 202

PARENTS/CARERS REACHED THROUGH SUPPORT, PROGRAMMES AND TRAINING

### 73

LONDONERS, 33 OF WHICH WERE CHILDREN, MOVED TO SAFE SECURE HOMES THROUGH THE PAN LONDON HOUSING RECIPROCAL

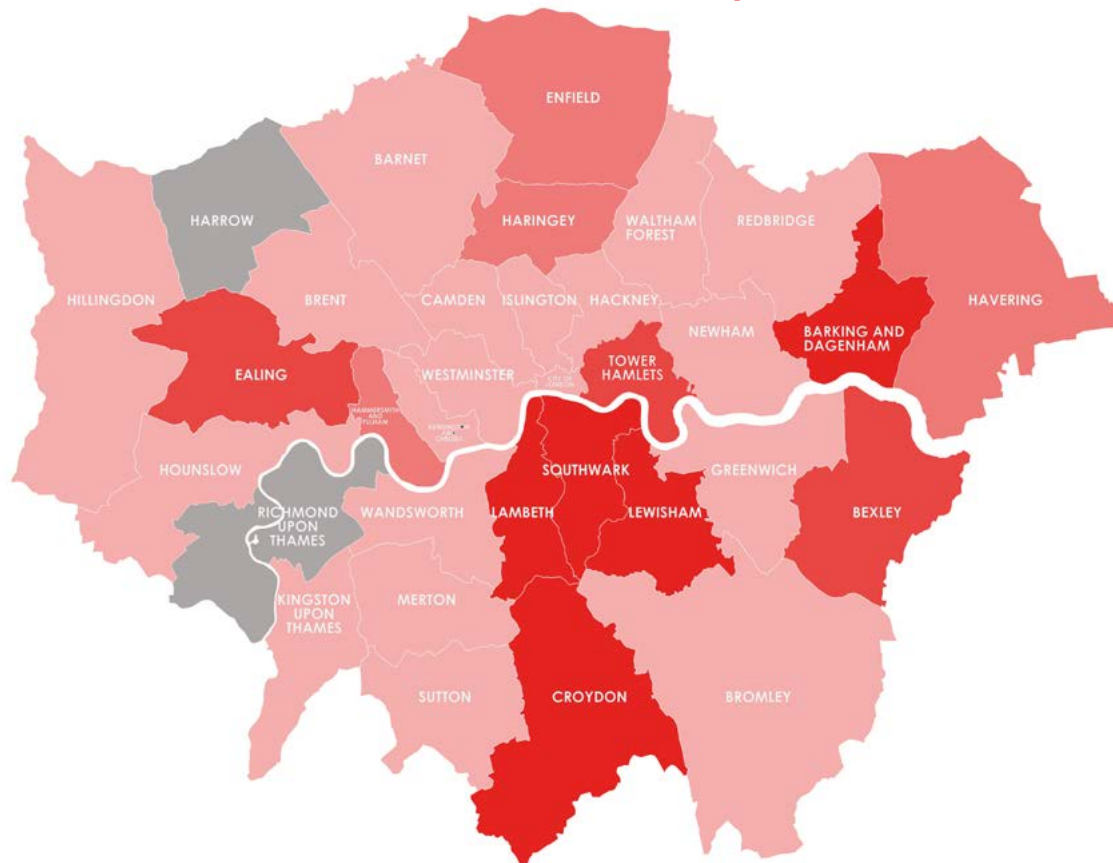
### 1337

YOUNG LONDONERS REACHED THROUGH GROUP SESSION WORK

### 1132

PROFESSIONALS SUPPORTED VIA TRAINING OR CONSULTATION

# Where we worked last year



## Where those referrals came from

Local Authority (inc Social care)

Education setting

Voluntary sector

Community organisations

Police, prisons and Probation

NHS and medical professionals

Self referrals

Other

## Key

● Highest number of referrals



No referrals

## Increasing our reach

As a Pan London organisation we receive referrals into our one to one services from all across London. However, our support has always been designed to fill the gaps in local service provision. To support young Londoners who don't have the support available to them locally.

Last year we wanted to make sure we were reaching as many young Londoners as possible. So we mapped our incoming referrals, looking at the numbers of young Londoners per borough. For boroughs with low numbers we sought to find out why this was the case. We wanted to know if it was because there wasn't a high level of need, if they already had services and support in place locally or if they simply aren't aware of our offer.

By looking at our own data and conducting wider research, we identified boroughs where there is a need for our support. From this we've been able to establish a way forward. We're committed to embedded partnerships in the identified boroughs, whether this be at a community or local authority level. We also made ourselves known, presenting on our work to other organisations and institutions. A presentation at one school resulted in 16 referrals alone.

Going into the next year we will continue to do this outreach work, so we can reach more young Londoners than ever before.

# One to one work with young Londoners

## Strategic themes



PEOPLE



PEERS



PLACES

The lives of young Londoners, particularly those affected by violence and exploitation are extremely complex. The issues they face and the trauma they've experienced is not straightforward.

Our core focus is improving personal safety of the young Londoners we work alongside. Whilst this is still at the heart of each case, with the majority of young Londoners coming through our service identifying needs around safety, we have found a significant number present multiple needs, whether this be around housing or emotional wellbeing. What we also know is that each of these needs to contribute to their overall safety, as well as their quality of life.

We also know one size doesn't fit all. Every young Londoner is different and their journey has been shaped by their unique identity and any trauma they have experienced.

What is needed is an inclusive and accessible service, one which supports all young Londoners needs without asking them to establish relationships with multiple people.



“

*I think it made a big difference having a single point of contact who was consistently working with me and knew the history of things that had happened, rather than needing to repeatedly explain painful experiences.*

Young Londoner

## What we did

Recognising this complexity, we've worked to bring in specialist workers to better support the unique needs of young Londoners. These specialists work directly with young Londoners, or provide guidance and advice, complimenting the work of our core frontline team.

Some of these specialisms, such as housing, have been embedded in Safer London for some time. In recent years we've brought new members into our team that specialise in areas such as emotional wellbeing, harmful sexual behaviours and education, training and employment.

There is no limit to the number of specialists a young Londoner or their family can access, it is based on their need and us finding the best way to support them. If we can't provide what is needed, we will work hard to find someone who can.



# 457

young Londoners reached through our one to one work

# 141

young Londoners accessed Safer London's specialist one to one housing advocacy support, raising their awareness of housing options

# 85

young Londoners sought support around education, training and employment, and our team worked to find and secure opportunities

# 52

young Londoners were able to address their emotional wellbeing needs, with the support of our specialist Emotional Wellbeing Advocates

# 42

young Londoners were able to break free from the grip of County Lines, via support from our Rescue and Response team

# 72

young Londoners impacted by child sexual abuse worked alongside our Emotional Support Service team, helping them process and move on from their trauma

## How we did it

### *Equity, diversity and inclusion*

[Intersectionality](#) is important to us, we know each young Londoner we work with has had a different journey based on their identity.

We updated our policies and procedures to clearly state what role the intersecting identities of the young Londoners and families we work with plays in our service delivery.

### *Supporting and investing in our team*

We focused on supporting the team so they were all able to deliver a cohesive service to young Londoners and families. We refreshed our Service Delivery Manual. This guide ensures we are delivering a consistent high level of support across the organisation.

We invested in new tech for our staff, so they could better carry out their work. This included smaller surface notebooks for our practice team, so they can update case notes after remote appointments – thus ensuring accuracy of their reflections.



### *Co-Production*

In 2021/2022 we kick started several pieces of work, which saw us work collaboratively with the young Londoners who use our services, to review our service delivery.

All to ensure our services and support is fit for purpose, and in turn giving young Londoners the best chance of creating their own positive outcomes.

### *Considering the wider contexts of harm, to better support young Londoners*

As part of the [Innovate Project](#), we are a test site for [Contextual Safeguarding](#). We are always looking at ways to test and pilot Contextual Safeguarding approaches into every area of our work, with the aim of embedding it into our organisational processes and ways of working – right from the point of referral to actual delivery.

Last year we made revisions to our referral form, to ensure we are considering the wider contexts of harm at the point of referral. We also introduced a regular programme of training. Everyone that comes into the organisation now receives Introduction to Contextual Safeguarding training and our practitioners are supported to use tools such as peer and heat mapping which they can use in their practice.

**Adopting a non-judgemental and person centred approach, built on a foundation of strong trusting relationships, is fundamental to our one to one delivery work with young Londoners.**



## How we did it

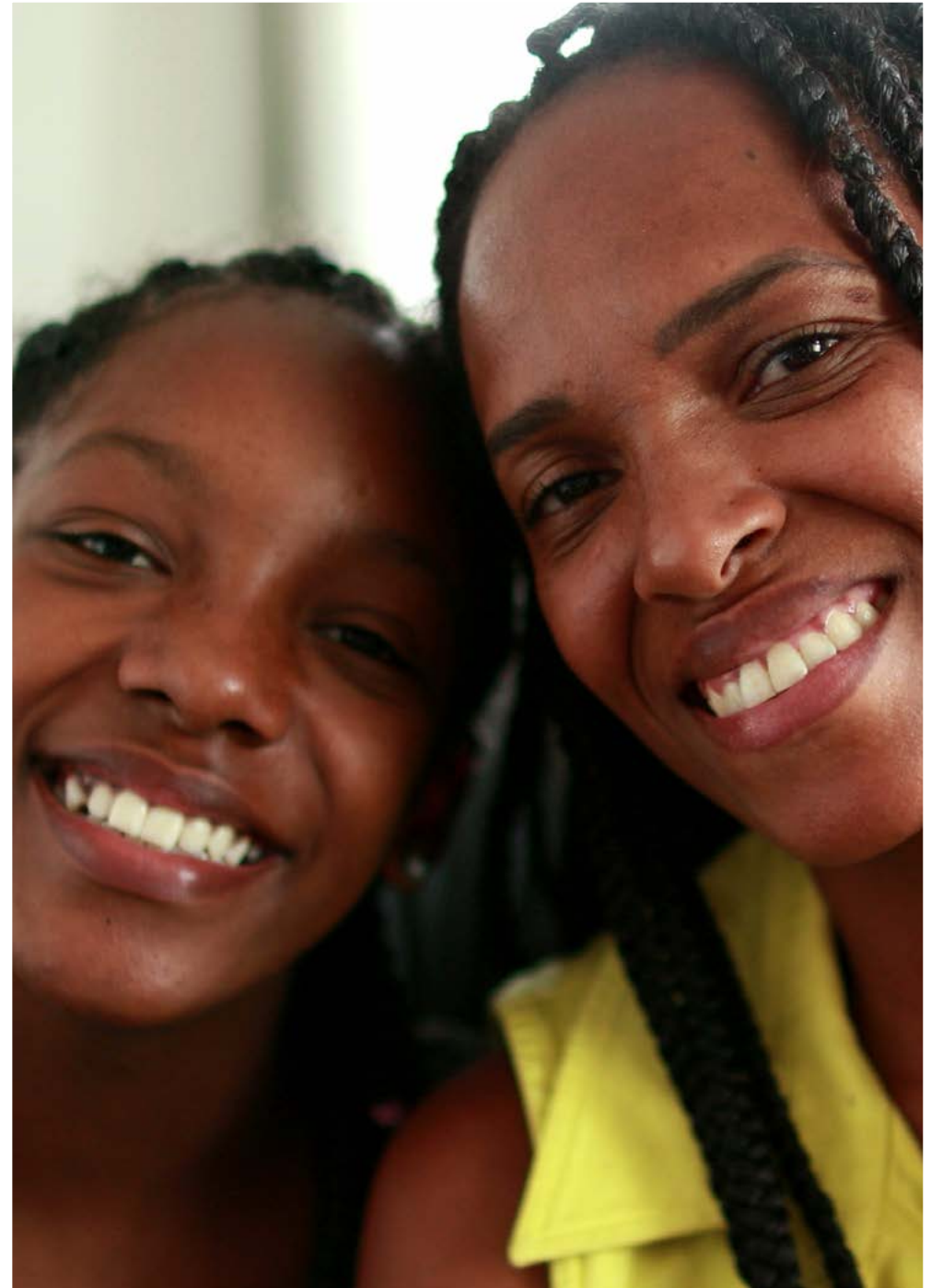
### *Improving the quality of support for young Londoners from minoritised communities*

Following the Black Lives Matter protests that swept the globe in 2020, we made a firm commitment to take the steps to become a truly anti-racist organisation. This meant looking at ourselves and if our services were accessible and suitable for those from minoritised communities. We know their experiences with services can often be poor, due to working with professionals who aren't always culturally sensitive, may have a lack of understanding of intersectionality and are therefore not always best placed to be responsive to their needs.

We wanted to make sure that this wasn't us.

With support from the [Home Office's CSA Transformation Fund](#), we set about reviewing our CSA service running in Southeast London - the Emotional Support Service. We wanted to see how it was performing in delivering its service to young Londoners and their families from minoritised communities.

Through interviews, focus groups and surveys with young Londoners and families and our team, as well as professionals including police, Sexual Assault Referral Centres and paediatricians, an evaluation report was produced which outlines core recommendations. The learnings from which we will take forward, not just in this specific CSA service, but in other areas of our delivery as well.



## The difference it made

For young londoners affected by exploitation...



**93%**

reported an increased feeling of safety



**92%**

reported improved health and wellbeing



**92%**

reported improved engagement in relation to education, training and employment



**94%**

felt they had improved coping strategies



**93%**

felt they had improved the ability to develop healthy relationships



**92%**

reported improved health and wellbeing

For young londoners affected by violence...



**83%**

reported a reduction in being affected by violence



**83%**

reported increased ability to access housing or housing support



**81%**

reported increased awareness of, or accessed, appropriate emotional wellbeing support



**79%**

reported a reduction in reports of harm or feeling vulnerable



**75%**

reported improved engagement, or were in, education, training and employment



**83%**

felt support helped them improve positive relationships

## The difference we make

So many of the young Londoners we work with haven't received the long-term support and opportunities they've needed. The impact of which is our need to work alongside them for a longer period, to effectively roll back some of the harm that has happened to and around them.

Through [evaluation](#) by the MOPAC Evidence and Insight team, it is shown that our support...



### leads to significant reduction in serious offending

Evaluation demonstrates that there is a long-term impact of our work with reoffending decreasing significantly between 18 to 24 months.

“

*As we saw the LGE group were young, presented both an offending background and multiple needs, and wider research has documented the link between age and offending and the wider maturation factors that can influence offending (Farrington 1992; Farrington et al 2014:).*

*However, it is within this cohort that LGE reported a significant reduction in the proportion of violent offenders as well as a reduction in the proportion and rate of victimisation. This is a clear positive and should set a foundation for future work.*

Davies & Dawson (2022), London Gang Exit: Final Impact Evaluation Report  
Page 35, MOPAC Evidence and Insight



### leads to statistically significant reduced victimisation

Evaluating of five years of our service delivery, shows there has been a consistent and significant decrease in victimisation with those we have worked with, even when perhaps the relationship came to an end sooner than was originally planned.

“

*Exploring victimisation for 12 months pre and post intervention start date produces similar findings to previous reports, with statistically significant decreases across all, violent and serious number of incidents of victimisation. Comparing victimisation rates by year the individual was referred also tells a similar story – all years report at least one significant decline (in either proportion or cohort average).*

In terms of violent and serious victimisation, reductions are again observed across all years, but in these cases, it is years 1 and 2 that see significant reductions (violent victimisation significant drop in years 1 and 2, serious victimisation significant for year 1 only).

Davies & Dawson (2022), London Gang Exit: Final Impact Evaluation Report  
Page 29, MOPAC Evidence and Insight

## Future focus

For us, any success is dependent on a strong relationship being built between a young Londoner and a service which is non-judgemental and relatable, whilst at the same time credible and professional.

Building trust takes time. We know six months support is often not enough and there is a real need for support to be over a longer period of time. Our commitment moving forward is to change our service offer, to ensure young Londoners are getting the support they need for as long they need.

We are also committed to working collaboratively with young Londoners, to ensure our support and services are shaped to their needs, are culturally competent and take into consideration intersectionality.

*Our one to one work with children and young people is made possible through support from the Mayor's Office for Policing and Crime, the Home Office, Esmée Fairbairn Foundation, Help for Children, London Borough of Croydon, Royal Borough of Borough of Kensington and Chelsea, and NHS South East London CCG.*



“

*My support [with Safer London] was excellent. It helped in many ways.*

Young Londoner

# One to one work with families and communities

## Strategic themes



PEOPLE



PEERS



PLACES

Parents whose children are affected by violence and exploitation often feel judged and blamed, this on top of already existing guilt, can lead to parents feeling hopeless. We advocate on their behalf so their voices become central to their child's journey to a better future, rather than being seen as part of the problem and silenced.

Working with parents and carers in this way is ingrained into our ways of working and has been for many years. However, we saw there was a need to better support families to understand the contexts in which extra familial harm occurs, as well as set boundaries between them and their children. In a similar vein, violence impacts more than just a young Londoner and their families, it can be felt in the communities in which they live.

We wanted to work alongside families and community stakeholders, to empower them to better support young Londoners in contexts where harm occurs.



“

*The support was amazing. The help, support and advice I received from my support workers was above and beyond.*

Parent

## What we did

Family and Community workers have been embedded within Safer London for years. However, the 'community' element to their role has been developing over the past year, with the team exploring place-based interventions and community referrals.

One of the main things we did, was to acknowledge these types of interventions are emerging and relatively unexplored. Therefore, we accepted at this stage we don't know everything, and we certainly don't have all the answers. However, we're committed to testing new approaches and learning - from both our successes and shortcomings - so we can better inform this work in the future.

The team worked collaboratively to develop a model of working, with a focus on what the community intervention element of their role may look like. We consulted with thought leaders in Contextual Safeguarding and developed a process workflow for place based and community referrals. This is the beginning of a very long journey, but having this in place will allow us to consistently approach incoming referrals and allow us the flexibility to adapt as we go.

**81**  
parents/carers reached through our one to one work

**69**  
parents/carers were supported by our specialist Family and Community Workers

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**12**  
parents received specialist wellbeing support through our Emotional Support Service

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**9**  
workshops delivered to parents, carers and foster parents, introducing them to the topics of Child Sexual Abuse and Contextual Safeguarding

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**80**  
parents/carers and foster parentst took part in Safer London training or workshops

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**17**  
young Londoners took part in discussions around safety, as part of a community intervention

## How we did it

### *Sharing knowledge and learning*

Contextual safeguarding approaches are central to Family and Community worker roles, as it is with our practitioners working with young Londoners.

Last year our team hosted several Contextual Safeguarding sessions with professionals. Providing them with an introduction to the approaches and how they can adopt them into their work with children and young people.

### *Improving accessibility*

We revised our marketing materials, to make them accessible for the wide range of families who access our support.

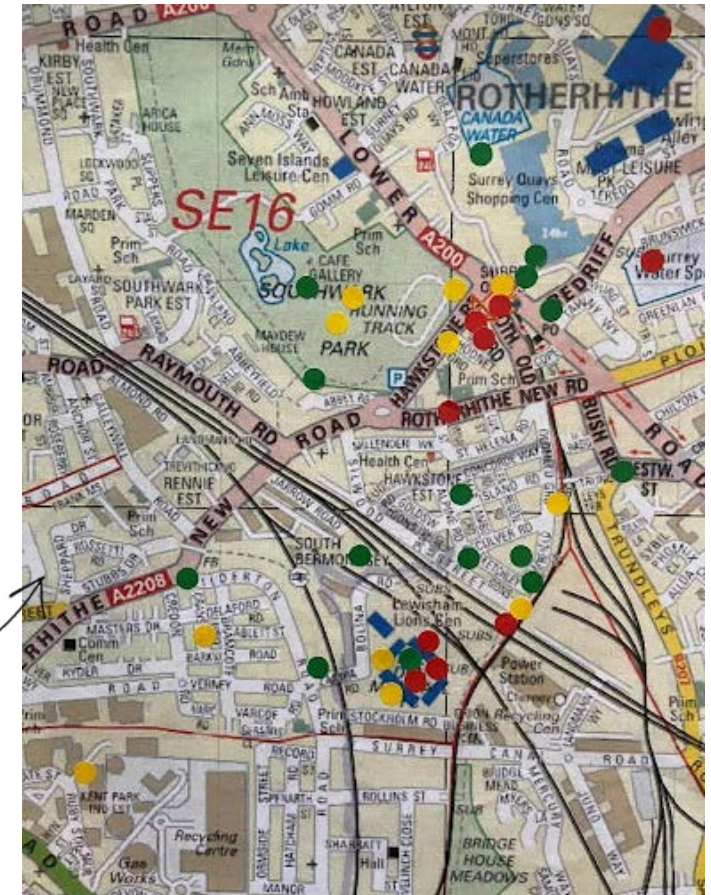
This included translating materials including flyers and feedback forms, into both Bengali and Arabic.

### *Working in partnership with communities and those who live there*

In the space of nine months, two violent deaths occurred on a south London estate. Our Family and Community team responded to a referral, which looked at the safety of the estate as a whole, as well as all who lived there. The journey started with attending local resident meetings and bringing in council members, so safety discussions could take place.

We partnered with XLP to engage with young Londoners living in the local area. Through this engagement the young Londoners answered questionnaires and contributed to a safety heat mapping exercise. From this we were able to draft a set of recommendations to improve safety on and around the estate.


Our hope had always been to deliver training to local businesses. However, engagement with them was low. This is learning we are taking with us for future interventions of this nature.



**Adopting a non-judgemental and person centred approach, built on foundation of strong trusting relationships, is fundamental to our one to one delivery work with families, parents and carers.**

## The difference it made

For the parents and carers we worked with one to one...

 **74%**  
reported an improvement in family dynamics

## Future focus

Last year we learnt there is a real appetite for a whole community approach to violence and risk. However, this appetite must be balanced with resource. We also acknowledge that interventions of this nature are still new territory with many unknowns.

One aspect we want to ensure is that when we work with a community the process is collaborative and sustainable. It's about empowering the community to make those positive changes themselves,

*Our one to one work with families is made possible through support from the Mayor's Office for Policing and Crime, the Home Office and Vanguard Group Foundation.*



“

I feel more confident with the methods I've learnt to help [my child].

Parent





“

*I've learnt a lot from both of my support workers in regards to communicating with my daughter and managing her behaviour. My biggest problem was my lack of communication skills, but with mine and my daughter's support worker's help I've massively overcome that.*

*The support they gave was amazing, it was easy working and talking to them. The communication was always there and they showed compassion.*

*They've helped to build a better relationship with not only my daughter, but also my other children, and slowly breaking some form of generational curse.*

**Parent**



**PROJECTS**

**2021 - 2022**

# Beyond the Banter

## Strategic themes



PEOPLE



PEERS

We know boys and young men from Black communities are more likely to face multiple and significant risk factors for poor mental wellbeing. The stresses of living in poverty, housing insecurity, homelessness, difficulties at school and reduced access to opportunities, can all build up like a pressure behind a dam. This, all combined with racial trauma and living in proximity to violence, can cause that dam to burst.

During the Covid 19 pandemic, those multiple risk factors were exacerbated. Coming out of the pandemic we believed it was the right time to act and invest in a peer led project, aimed to empower young Londoners to support young Londoners.



“

*Young black men growing up in the UK are more likely to face multiple and significant risk factors for poor mental health, including the stresses of living in poverty, housing insecurity and homelessness, difficulties at school and subsequent reduced access to opportunities.*

Against the Odds - Centre for Mental Health  
Khan, Saini, Augustine, Palmer, Donald 2017

## What we did

We believe the approach of upskilling and empowering credible messengers from communities is long overdue.

This is what Beyond the Banter set out to achieve – by upskilling and empowering a group of Black men and boys to have conversations in the community with their peers. By empowering individuals to start conversations directly in the community, our aspiration was that it would have a ripple effect outwards.

The project ran over six months and included the co-production of training and delivery. We recruited Peer Educators and provided them with the tools and confidence to go out to the community and start conversations around mental wellbeing with young Black men and boys.

The Peer Educators were not experts in mental health interventions. The aim was not to train individuals to become mental health professionals. Peer Educators are there to get young people thinking about mental wellbeing and potentially taking the steps to seek help if needed.

To reach the target cohort, we partnered with community organisations. We provided support for them to facilitate events, which in turn allowed us access to the boys and young men who used their spaces or services. This collaboration allowed us to really embed deep into the community.

# 286

young Black men and boys attended  
Beyond the Banter workshops

# 8

Black male Londoners trained as Peer Educators

# 14

Beyond the Banter workshop sessions delivered in one month

# 3

community organisation delivery partners signed up to the project

**Children &  
Young People Now**  
Awards 2022

**Finalist**

## How we did it

### *Relatable content, delivered by relatable - and credible - messengers*

Central to this model of working was to ensure the workshop content and delivery resonated with the young Black men and boys attending workshops, and that those delivering the workshops were able to deliver the message. [Cultural Competency](#) was key and underpinned our processes throughout, right from the recruitment stages to the programme development and delivery.

The workshops were co-produced by the Peer Educators and a core part of the project was spent exploring the Peer Educators own experiences with emotional wellbeing and identity.



“

*I am very passionate about my role as a Peer Educator. I believe we can make a big difference by impacting others with our stories.*

Safer London Peer Educator

## The difference it made

For the young Black men and boys who attended Beyond the Banter workshops...



# 74%

of survey respondents said they would start having more conversations about emotional wellbeing with friends and family

## Future focus

We learnt a lot on this journey, but we feel we've only just scratched the surface. Looking to the future we want to further develop the model with other cohorts, such as young Black women, and build a professional's guide. We will share this resource with other groups and organisations, to share our learning and encourage similar models of working across the sector.

*Beyond the Banter was made possible with support from the Mayor's Office for Policing and Crime.*

When asked 'what is the main thing you've learnt from today's session?', attendees said..

“

**It's okay to talk about mental health**

“

**Look out for people, because you never know what they're going through**

“

**Find someone I trust and can confide in when i'm feeling low**

“

**To not be afraid to open up and express your feelings**

“

**You should always check up on your friends**

“

**Mental health is nothing to be ashamed of**

# Reviewing and changing our service criteria

## Strategic themes



PEOPLE



PLACES

It is no secret there is a shortage of social housing stock in London, with a significant lack of availability of large family-sized homes. It is also clear the impact of widening inequality, gentrification and poverty has put pressure on social housing, which continues to be in high demand.

Since 2017, the Pan London Housing Reciprocal (PLHR) has been acting as a central administrator, which connects local authorities and social housing providers to facilitate property 'swaps' for social housing tenants at risk of violence and abuse. It has meant that Londoners at risk have been able to move into properties they can afford, in boroughs safe for them.

However, when looking at the service, we saw it only fed into the main issue – social housing stock waiting lists, particularly the wait for larger family sized properties.



“

**[The PLHR] gives tenants the opportunity of keeping their secure tenancy status, avoiding further victimisation and reducing stress relating to moving homes.**

Domestic abuse support worker

## What we did

Our goal has always been to make sure as many Londoners as possible on the scheme's list can find safe homes. However, the waiting list backlog was preventing this from happening.

To address this, we made the decision to temporarily pause incoming referrals. This breathing space allowed us to focus on clearing the waiting list. We investigated the eligibility and criteria for applicants into the scheme and looked at whether this was enabling the most moves possible.

After reviewing the data, we knew we had to take action. We spent months of liaising with Reciprocal partner leads and applicants, to see if those on the list still required our service. We also reviewed the PLHR criteria and offer. By doing this we knew we could help more Londoners fleeing violence and abuse to find safe and secure homes.

In June 2021 we managed to scale back that list by 248, taking the number down from 387 to 139.

### After reviewing the waiting list and making the necessary checks...

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**39**

applicants accepted property offers via the PLHR and Housing Moves

---

**50**

applicants were offered properties but declined. These applicants were advised to seek aid from alternative services such as HomeFinder or HomeSwapper.

---

**128**

applicants were withdrawn from the list as they did not respond when contacted

---

**23**

applicants were withdrawn as they had already been rehoused through alternative routes

---

**8**

applicants were withdrawn as they stated they were no longer at risk



## How we did it

### *Data informed insights*

Data was key to delivering success in this case.

The PLHR is a process and data driven scheme. A scheme, which is underpinned by robust data management and recording systems.

After reviewing our data, we noted there were over 380 families waiting for properties. Many of them had been on the list for over two years and had never received an offer or a viewing.

Applicants who had been on the list the longest were those waiting for family-sized properties. Only 26% of applicants who requested three-bedroom properties were offered a property of that size through the scheme.

This project demonstrates how important evaluation and reviewing service delivery is.

## Future focus

The Pan London Housing Reciprocal has seen great success across London and we will build on this in the coming years. We now have a Specialist Housing Resettlement worker embedded in the team, who can work alongside young Londoners affected by violence.

Our core focus for the year ahead is to produce a toolkit, to share our learnings and allow replication across the UK based on local need.

## The difference it made

Last year...

**41**

Adults moved through the PLHR

**32**

children moved through the PLHR

**33**

households moved through the PLHR

*The work of the PLHR is made possible by support from the Mayor's Office for Policing and Crime, and the ongoing commitment of the PLHR partners.*

# Harmful Sexual Behaviours

Strategic themes



PEOPLE



PEERS

Boys and young men who display Harmful Sexual Behaviours are often labelled as perpetrators. This labelling only serves to set them back, rather than help them move forward. We don't judge them. We work with them, to help them understand the importance of healthy relationships and what can be done to keep them and others safe.

Research into Harmful Sexual Behaviours is evolving and moving at a fast pace. Safer London's HSB programme was an innovative service, developed based on the latest practice. However, we were aware that it needed to be updated to reflect the most recent learning. As an organisation that is committed to delivering evidence-based informed practice, we set out to address this.

“

*Around half of young people who have displayed harmful sexual behaviour have experienced sexual abuse themselves*

Stop It Now Preventing harmful sexual behaviour



## What we did

Young Londoners who present with Harmful Sexual Behaviours (HSB), need a unique level of support. Our first step was to recruit a HSB Specialist, who could take this work forward, focusing first on the service model design and then the delivery.

We needed a skilled individual who had the ability to work one to one with young Londoners presenting with HSB. We also needed someone with the ability to review previous HSB models and look to new evidence-based research, to build a new model from the ground up.

Once in place the HSB specialist set about developing a new model of delivery. They spoke with previous managers and practitioners who delivered Safer London's previous HSB model, as well as with academics, to identify best approaches.

As a learning organisation it was key for us to bring on a partner who we could work alongside to evaluate our service and delivery. To ensure it works for young Londoners and our team. Our evaluators, the University of Sussex, worked alongside our team as a critical friend, working closely with the HSB specialist throughout the service development.

# 8

**sessions delivered to professionals on the Safer London AIM3 informed model**

# 4

young Londoners presenting HSB supported using the AIM3 informed model

## How we did it

### *Designing a service, which garners trust*

The [AIM3 assessment](#) is widely accepted as the best tool for assessing HSB in children and young people. However, we identified that not all HSB referrals require a full AIM3 assessment. Therefore, we developed a new 'AIM3 informed' assessment, which can be used when the young Londoner does not require a full assessment.

Our HSB model draws on strengths-based rehabilitation practice and CBT based principles. It moves away from traditional deficit-based approaches of sexual offences and seeks to unpick the context of the HSB. This approach considers the young Londoners' complex needs, taking into consideration trauma and victimisation, as well as intersectionality such as gender identity and faith.

We understand the sensitive needs of young Londoners who present HSB, and how they may view services and support. Implementing the Safer London developed 'AIM3 informed' assessment, has reduced the impact of what can be a very intrusive assessment, which in turn can gain trust with the service they are training to engage with.

## The difference it made

Although in the early stages of delivery, Safer London's HSB specialist has shared learning across London. Throughout last year they delivered workshops for professionals working in schools and other statutory organisations including the police and social care.

Our HSB specialist has proactively trained and provided external consultations on the AIM3 informed Safer London HSB model, running sessions aimed at enhancing professional's confidence in delivering HSB intervention.

Our HSB specialist also supports the wider Safer London team, where the young Londoners they've been working with have presented with HSB, even if it isn't the main focus of the intervention. By upskilling caseworkers in how to apply the 'AIM3 informed' model, they are able to achieve positive outcomes for young Londoners - in all areas of the support.

## Future focus

Over the next two years, we want to focus on working collaboratively with the University of Sussex, whose evaluation will inform the model going forward. Our aspiration is that the model will be replicated across London, so it is a true Pan London service.

Our current model has been developed aimed at boys and young men. However, as our practice develops, we aspire for the service to evolve so we can consider accepting referrals for young women and girls.

Little is known about the triggers or causes, as well as any known characteristics in the children and young people who display signs of Harmful Sexual Behaviours. There's no reason to not believe girls and young women would also benefit from the service.



*Our HSB work is made possible through support from the Esmée Fairbairn Foundation and City Bridge Trust.*

# Developing a bereavement model

Strategic themes



PEOPLE

Loss and bereavement is unique to everyone. However, there is support and guidance available. But what if you have experienced loss due to violence?

Safer London was approached by a parent, who shared their experiences of bereavement and how they felt there wasn't the right support model for parents whose children had lost their lives to violence.

We knew we wanted to work together, to better understand the needs and what could be done to address those needs.



“

*Of all the consequences suffered as a result of crime, the anguish experienced in those cases where a relative is killed stands alone.*

*The trauma of bereavement is no doubt made even worse by the suddenness of the loss, and the knowledge of the circumstances in which it occurred.*

Rt Hon Kenneth Clarke QC MP

## What we did

We set about to pilot research to help inform development of a new model or service, to support parents who have lost a child due to violence. We recognised this wasn't something we could do on our own.

We partnered with University College London to carry out meaningful qualitative research to help inform our next steps.

In collaboration with the parent who originally reached out to Safer London, we set up a series of focus groups with a group of bereaved parents.

Through these focus groups we hoped to gain insight and understanding of their experiences navigating the current system and support, and what a new model of support would look like.

# 2

**focus groups with a group of bereaved mothers. All the mothers had different experiences of loss, having lost their children in different ways and at different periods in their lives**

# 5

mothers took part in an a kick off focus group

# 4

mothers returned for the second focus group



## How we did it

### *Listening and learning*

Ensuring the voices of the parents who took part in the research was at the forefront of this project. Our goal entering the research phase, was to make sure that bereaved parents' experiences inform all recommendations going forward.

We want to make sure that any approach to service model delivery is done in collaboration with those who the service is intended to support.

### *Trauma informing our duty of care*

We appreciate the parents who wanted to share their experiences for this research. We also understand talking about losing a child is never easy.

Before embarking on this journey we ensured we had the mechanisms in place to support the group as and when they needed, offering follow-up calls and having an Emotional Wellbeing Advocate in the focus group sessions who was able to provide support and signpost to other services where appropriate.

## Future focus

This pilot piece of research is only the beginning of this work. Going forward we will continue working with academic partners and assist in further research in collaboration with those who have experienced loss due to violence, as well as explore potential partnerships with bereavement specialists.

We want to expand the remit of our research and development to include parents and wider family, as well as the friends and peers of those who sadly lost their lives.



# Amplifying the voice of young Londoners

## Strategic themes



PEOPLE



PEERS

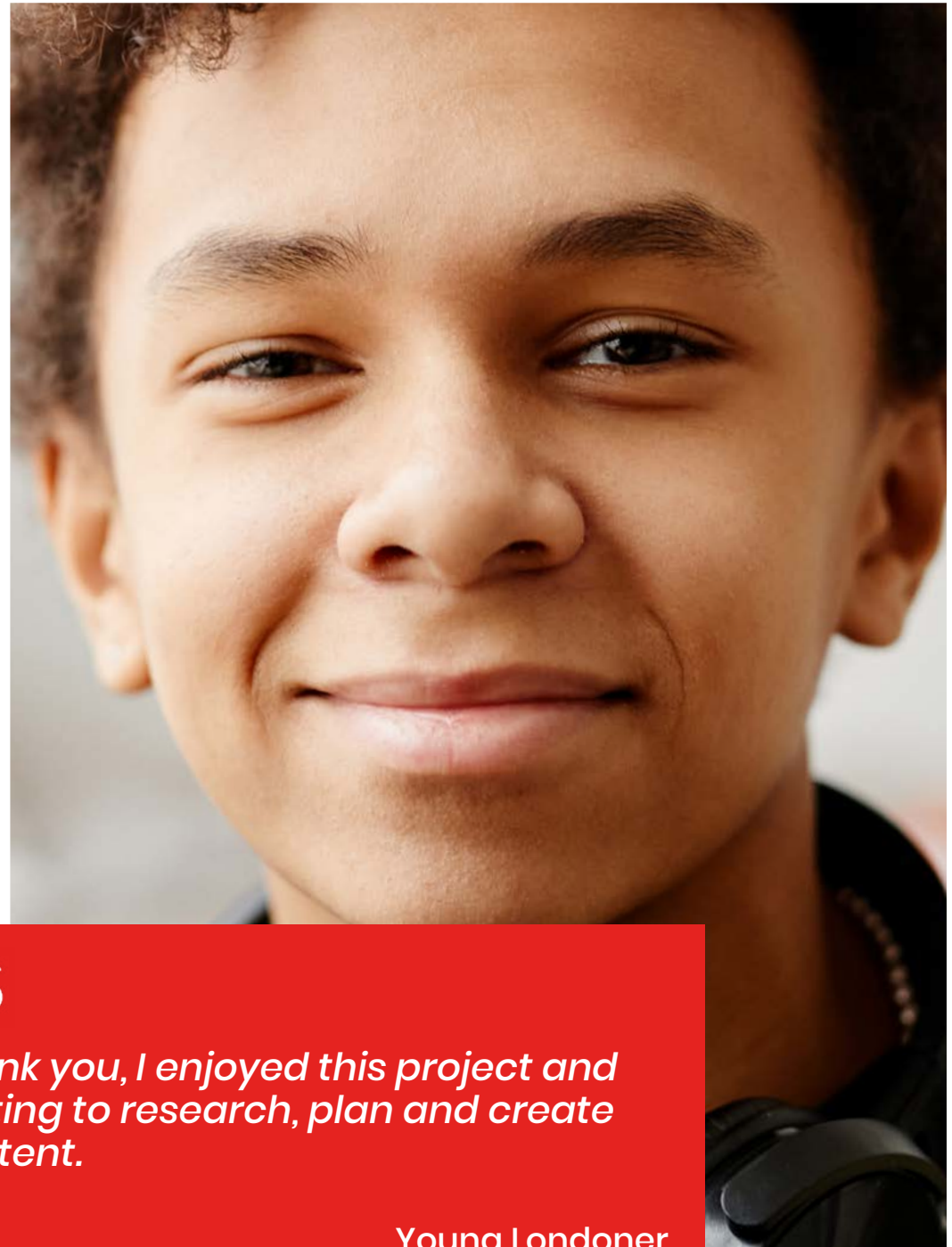


PLACES

We know young Londoners spend a lot of time in virtual spaces.

These virtual spaces are a great way to connect, not just with friends and family, but with the wider world. However, we also know these spaces can be harmful and damaging for children and young people.

We wanted to create a space for young Londoners, by young Londoners. One that would inspire, engage and educate - and most importantly, amplify their voices and opinions.



“

*Thank you, I enjoyed this project and getting to research, plan and create content.*

Young Londoner



## What we did

We set about recruiting a group of diverse young Londoners, who could help to develop and launch a digital platform, where the content was created or curated by young Londoners. We wanted to amplify the voice of young Londoners and create a space for them to educate and learn, inspire and be inspired, and to engage with one another, via a digital platform.

Over the course of three months, the group participated in workshops where they were introduced to the theory behind digital communications and were empowered to make decisions about the new account based on their experiences and opinions as young Londoners.

It was important to us that their engagement was meaningful, so we ensured they were upskilled in various areas as the project developed. We wanted them to have a valuable experience on the project, building their confidence and empowering them.

# 6

young Londoners, aged between 16 and 24, took part in six workshops over a three month period, with half taking place in person and half virtually

# 4

Young Londoners were supported to deliver presentations to the Senior Leadership Team, the wider Safer London team and the Board of Trustees, on the progress and outcomes of the project

# 10

young Londoners took part in a CV workshop that was run as part of the project



### WHAT TO DO ABOUT IT:

- TELL SOMEONE YOU TRUST - A FRIEND, PARENT, TEACHER
- **KEEP REPORTING IT**
- KEEP A RECORD OF INCIDENTS
- BLOCK THE BULLIES ON SOCIAL MEDIA
- REPORT ABUSIVE POSTS OR ACCOUNTS
- CHANGE YOUR PASSWORDS ON SOCIAL MEDIA
- REACH OUT TO YOUTH CHARITIES FOR SUPPORT- YOUNG MINDS, THE CHILDREN'S SOCIETY, BULLYING UK

### AND REMEMBER:

IT'S NOT YOUR FAULT

YOU ARE NOT ALONE

DON'T SUFFER IN SILENCE

## How we did it

### *A diverse range of experiences, builds a more authentic platform*

We know we wanted a diverse group of young Londoners on the project. We knew having a diverse mix of participants, whether this be race or gender identity, would allow us to capture as many views as possible.

To achieve this we made sure we captured data on sexual orientation, ethnicity and gender identity, so we could monitor diversity during the recruitment phase and address any issues that arose.

Half way through recruitment we realised we had no male identifying participants signed up to the project. To mitigate this we reached out to organisations working specifically with young men and boys. This resulted in male representation being recruited to the project.

## The difference it made

The project resulted in the successful launch of an Instagram account. The account's mission, as decided by the group, is to educate, inspire and engage young people on important topics and issues that affect them the most.

The group designed and created content for the platform on topics that they care about.

The group were upskilled in areas such as content design, research and development, project planning and team working, and the project culminated in a CV workshop. Understanding the benefits of this, we opened the attendance of this to the group of young Black men and boys working on the Beyond the Banter project.

“

*I gained a lot it boosted my confidence and skills level*

Young Londoner



## Future focus

In the future we want to build a sustainable pathway for young Londoners to feed into the platform and our wider communications. Whether this is by sharing their opinions via our digital platforms, or being supported to share their experiences to influence at events and conferences.

To do this we will work collaboratively with our participation team and the Safer London VIPs to ensure this pathway is fit for purpose. We'll experiment with ways to engage young Londoners, by empowering them to do takeovers and develop their creative skills.

Safeguarding is at the core of everything we do, and this pathway is no different. We will ensure that young Londoners' safety is paramount and that this is reflected in any pathway created.



*This project was made possible through support from Paul Hamlyn Foundation.*



“

*My support from Safer London helped me gain confidence and realise my self worth. It was way better than any other support I have gotten before.*

*My caseworker helped me grow as a person and realise everything I was capable of. He never let me give up when times got hard.*

*I now know that I'm capable of anything I put my mind too and that I'm stronger than I think.*

Young Londoner

# REFLECTIONS AND LEARNINGS





“

*Last year we achieved more than I could have hoped for. We kept going, flexing at a pace ahead of the game.*

*The Safer London team told us they felt supported throughout, which is important – but is also critical for them to deliver the work they do and provide high quality interventions with young Londoners.*

*We reached thousands of young Londoners last year, but it's still not enough. We need to ensure we are working with every young Londoner that needs us. To do this we need to extend our reach and profile, so more people know about our services and support. We will strive for a greater presence in the physical and virtual world. We also understand that having a larger outward presence is not enough. We need the internal infrastructure and capacity to be able to deliver to all young Londoners and families who need our support. We recognise the need to diversify our income and foster current relationships and partnerships, as well as build new ones.*


*I'm thankful that we were able to achieve so much. This couldn't have been achieved without the dedication of our team. I am as always, greatly appreciative of the hard work of everyone at Safer London.*

Sherry Peck, CEO


# Looking back

Self-reflection is important. Looking back, helps inform your direction for the future. This includes celebrating your achievements, as well as looking at where you need to improve.


Our achievements against our Strategy:

 In 2021/2022 we focused on developing a cohesive service for the young Londoners who use our services and support. Everyone we work with should be able to access the support they need based on their individual needs, and that support should be consistent across the board.

Last year we expanded our specialist teams, bringing in more workers who specialise in areas such as resettlement and emotional wellbeing. We developed and rolled out a refreshed Service Delivery Manual. This guide for our Specialist Case Workers ensures all our team are working to the same quality and standard. This was supported by service models for all our specialisms and core delivery.


 We built on findings from a previous [research project](#) that explored the potential for peer safeguarding interventions within Safer London. This research set out recommendations of working with young Londoners, considering the context of their peer relationships. Adults surrounding a young Londoner, can often make assumptions about the role peers play in their lives. This assumption is often negative.

Safer London practitioners were supported to carry out peer mapping exercises with the young Londoners they were working with. This exercise is done in collaboration with the young Londoner. It helps to create a clear picture, both for the young Londoner and the practitioner.

 At Safer London we understand the power of positive peer relationships. We've always set out to harness and nurture these relationships, with ambitions of creating interventions and models of work which allow young Londoners to support, and be supported by, their peers.

Last year this was our focus. We developed models and ways of working which drew on the positive influence of peers, which were delivered in collaboration with community organisations, ensuring the approach was embedded into local communities. As projects progressed employment opportunities within Safer London were created for those who had taken part.

This has now set a benchmark, for our ways of working, with plans to develop the model with different cohorts of young Londoners.

 In 2021/2022 we looked into ourselves and consulted with our colleagues across the sector, as well as academics, to really investigate the feasibility of place-based interventions and what they would look like in practice.

Through workshops with the Safer London team, we set about creating a Theory of Change for our Places work. However, we soon realised we were entering new territory. This was completely unknown. In place of a Theory of Change, we created an intervention process visual. This will help guide our work in this area, whilst giving us the freedom to test, develop and evolve with each new intervention we take on.

# Measuring our impact

Measuring the impact of our work is a challenge. This past year we've worked with our commissioners to come up with a better system of reporting on our achievements.

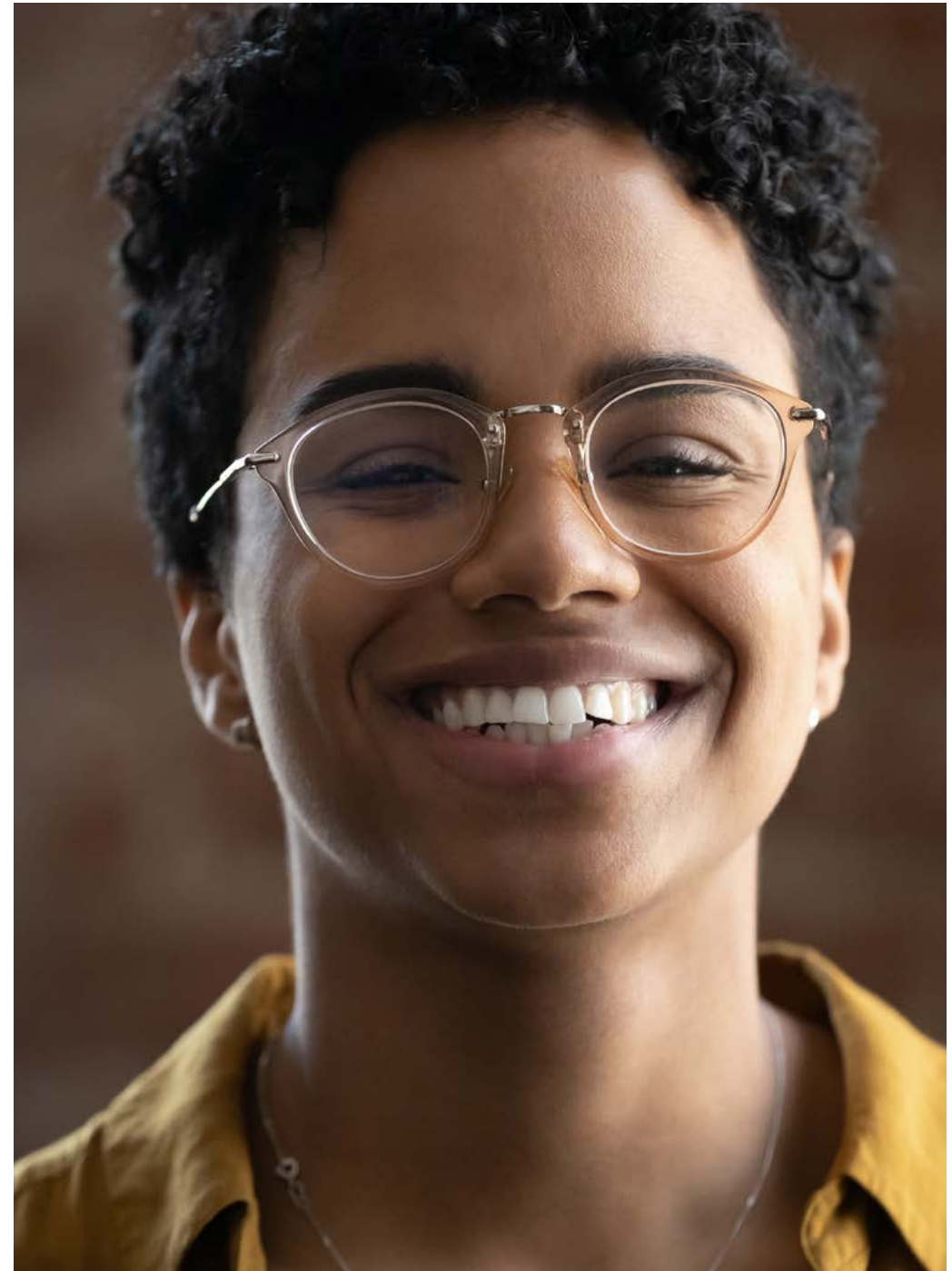
Numbers and data only tell part of the story. Our frontline team are directly connected with those who fund their work, sharing the impact of their work through real stories of their practice, all of which are anonymised to protect the identities of those we work alongside - and so not to further exploit them.

We brought in new outcome measurement tools, supported by a Theory of Change for our [People](#) and [Peers](#) themes of work.

These measurements are designed to provide consistency across all our outputs and will provide a more effective measurement of impact across a young Londoner's journey of Safer London support. Our focus is to make these accessible to all the young Londoners we work alongside, including those with special educational needs and disabilities (SEND).

## Our new outcome measurements:

- **Relational safety**
- **Emotional safety**
- **Physical safety**
- **Future focus**





# Looking ahead

We've made leaps and strides in the past few years. However, as we move into the third year of our Strategy, we want to focus on delivering even further on our ambitious strategic goals.

Next year we have “three big aims”. These three key objectives will be delivered alongside our ongoing delivery work and our commitment to upskilling and developing the Safer London team.

## 1. Further our journey to becoming a fully trauma responsive organisation.

Going into 2022/2023, one of our core aims is to make sure our entire workforce has a clear understanding of what it means to be a trauma responsive organisation, and that their work is underpinned by a trauma informed approach. By providing training and upskilling our team – from our frontline practitioners to our central services staff – we can ensure understanding trauma and recognising its impact, is at the core of Safer London.

### STRATEGIC THEME: PEOPLE

## 2. We want to work in partnership with community organisations to grow real local responses to violence and exploitation.

Moving forward we want to work on defining the scope and parameters which will enable us to cement strong partnerships with community organisations and groups. Adopting a generous leadership approach, will allow us to build models of working that will make best use of these partnerships – so we gain as much as the organisations do.

### STRATEGIC THEME: PLACES

## 3. Our services and delivery will be shaped by young Londoners and we will build pathways for them to influence delivery, development and decision making.

It's important to us that young Londoners have a voice within Safer London. So they can shape and influence everything we do. Right from the bottom, all the way to the top.

Last year, we took a step back and evaluated our participation work. Recognising we're not experts, we brought in youth engagement organisation Participation People. With their guidance and support, we've been laying the foundations to make sure participation is at the forefront of the minds of the entire Safer London team. Ensuring it's embedded deep within our culture.

Heading into 2022/2023, our focus is to create meaningful opportunities for engagement and influence for the young Londoners who use our services – and beyond. We will start with a fresh recruitment of young Londoners into our VIP group. We will upskill and develop the VIPs, providing them with training and workshops. All this will culminate in a big take over. The VIPs will work in collaboration with our Senior Leadership team to tackle the big issues within Safer London, ensuring everything we do has been youth proofed.

### STRATEGIC THEME: PEERS

“

*Looking to the future I want Safer London to continue to develop and grow. I know we can achieve this since we are underpinned by an amazing team. Everyone who works for Safer London is united in their passion and dedication to the young Londoners and families we continue to serve. A team who champion children and young people and who have safeguarding at the heart of what they do – whatever the role they hold.*

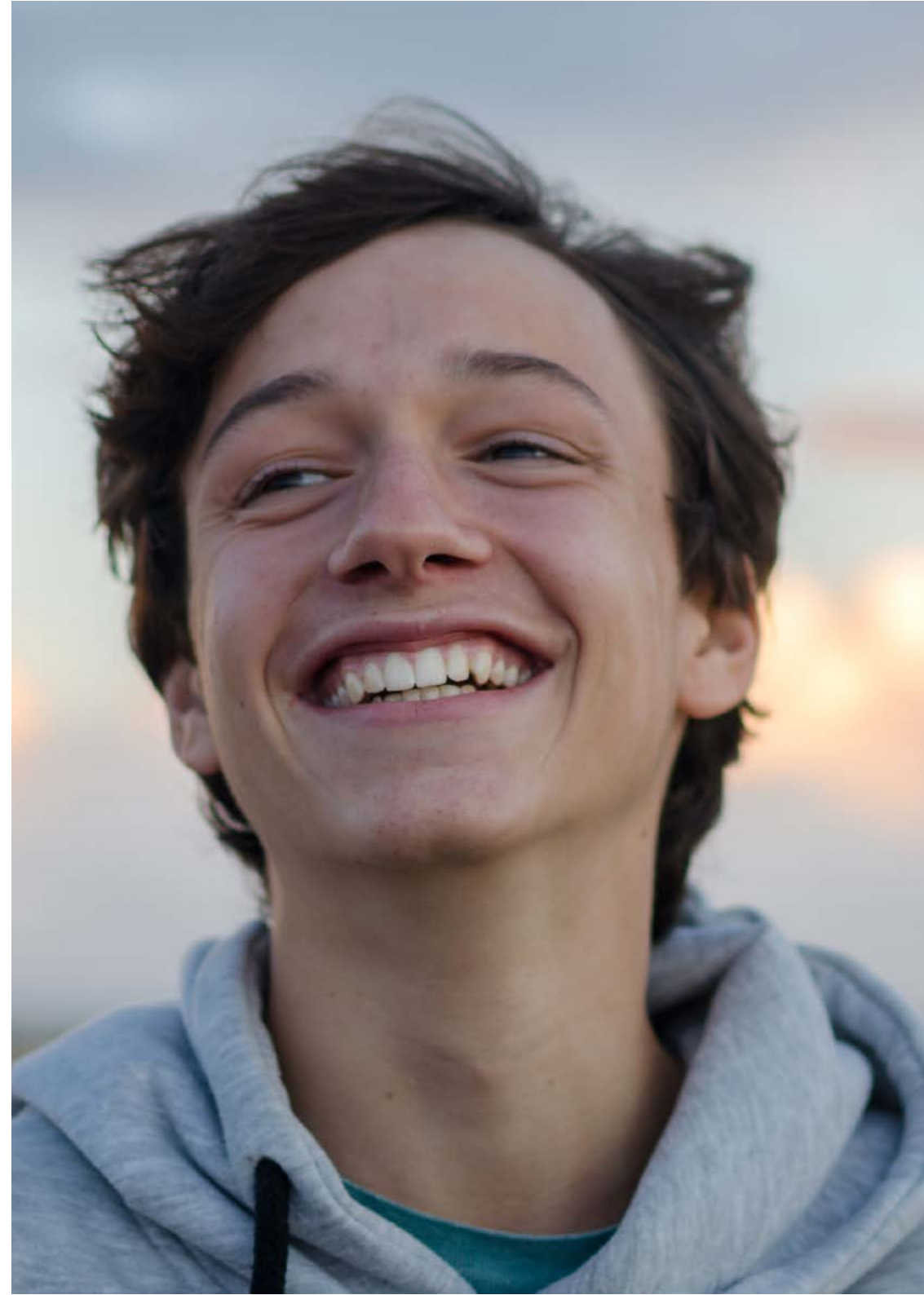
*We will always adopt a safeguarding approach when working with young Londoners. Too often we see young Londoners being criminalised, being judged – being let down. We will continue to support our team to challenge injustice when they see it happen and we will proactively embed ourselves in the discourse around social injustice.*

*My hope is that one day Safer London isn't needed. Sadly, I think we still have a long way to go. The causal issues and drivers behind violence and exploitation are deep rooted within society. The road to address these issues will be long and will require a multi-agency approach. There is some great work happening, but as a society we're still at the beginning of that journey.*

*What is needed is the right people working together to realise positive change. We also need services that are commissioned to respond to contextual risks. It's imperative that the spaces where young Londoners live, learn, work and play are not only safe, but also supportive of them, their growth and development.*

*I want to see a future where every child and young person is safe and supported to achieve. That's the ultimate goal.*

Sherry Peck, CEO





“

*Working with Safer London was a great journey.*

*It was very beneficial for me as an individual who was struggling with low self-esteem. I was able to conquer my low-self esteem through great advice and I learnt a variety of skills which enabled me to have a more confident approach.*

*My support worker was the best. She was very engaging. I was able to confide in her when sharing my feelings. She gave me great advice throughout our sessions, which I can now apply in my day-to-day life. It gave me an understanding of how to stay safe in certain situations I may face in the future.*

*I'd previously had mentoring support in my secondary school, but it was not as engaging. This is because I did not feel as comfortable to express and share my feelings. I felt I would be judged. With my support worker I felt I was able to express my feelings in so many ways and would not be judged.*

*One take away from my time working with Safer London would be the ability to have self-love. I have a broader understanding of the word 'self-love'. I now know that other people's opinions, based on my appearance, don't always matter.*

*This will also be beneficial, as I will be able to motivate others to love themselves.*

Young Londoner



**ACKNOWLEDGEMENTS  
AND THANKS**

# Thank you!!

The Safer London Senior Leadership Team and Board of Trustees want to extend their thanks to all of our partners, funders and supporters who allow us to continue our work, ensuring young Londoners have the future they deserve.

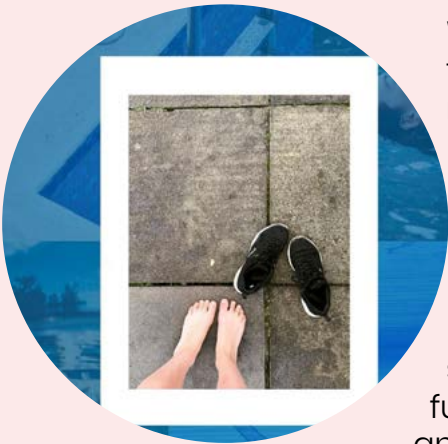
What we achieved last year wouldn't have been possible without the support and dedication of our incredible team and of course, the young Londoners and families we worked alongside.

To them we say our biggest thank you - without you there is no Safer London.

## What our trustees said to and about our team...

There are no words big enough - most of us could not begin to do what you do

Thank you for the work that you do and for making a real difference to the lives of young Londoners



We want to say a massive thank you to Kate, who raised a massive £2,310!

Kate swam the equivalent length of the English Channel over the course of seven days. Not only that, but she organised a celebration fundraising event, with a raffle and bands - all to help support

young Londoners and their families affected by violence and exploitation. Thank you Kate!

If you want to raise money for Safer London, email our friendly fundraising team at [fundraising@saferlondon.org.uk](mailto:fundraising@saferlondon.org.uk). The team is more than happy to help you on your fundraising journey.



# Acknowledgements

Our sincere gratitude and thanks to our supporters, funders and partners;

- City Bridge Trust
- Esmée Fairbairn Foundation
- Fabrix Capital
- Help for Children UK
- Home Office
- John Laing Charitable Trust
- Leathersellers' Company Charitable Fund
- London Borough of Croydon
- London Borough of Lambeth
- Mayor's Office for Policing and Crime (MOPAC)
- Paul Hamlyn Foundation
- Royal Borough of Kensington and Chelsea
- NHS South East London CCG
- The Goldsmiths' Company Charity
- The Rayne Foundation
- Vanguard Group Foundation
- Spitfire Audio
- The many schools and individuals who fundraised to support our work.

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2021 | 2022

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## GET IN TOUCH

To discuss potential partnerships, including in relation to any of the projects you have read about in this report please email [bd@saferlondon.org.uk](mailto:bd@saferlondon.org.uk)

To commission our services email [bd@saferlondon.org.uk](mailto:bd@saferlondon.org.uk)

For general enquiries please call 0207 021 0301 or email [info@saferlondon.org.uk](mailto:info@saferlondon.org.uk)

Information on our services, including criteria and how to make a referral, can be found on our website [www.saferlondon.org.uk](http://www.saferlondon.org.uk)

[Read our Trustees' Annual Report and accounts](#)

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# saferlondon

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